



# Behavioral Health Peer Support Services

Marshall, CPC, BS Social Science, DSHS/DBHR Peer Support Program Manager  
Linda Johns, CPC, DSHS/DBHR HARPS Program Manager

Who are we and what is our experience with peer support?



# Peer Support is an asset to your agency

- ▶ Person-Centered Approach
- ▶ The relationship is the foundation.
- ▶ Begin with welcoming - outreach and engagement
- ▶ Services are based on the person's experience and the help they request
- ▶ Services work toward quality-of-life goals
- ▶ Treatment and rehabilitation are goal driven
- ▶ Personal recovery is central from beginning to end
- ▶ Track personal progress toward recovery
- ▶ Use methods that promote personal growth and self-responsibility
- ▶ Peer support is voluntary; people engage or disengage as they choose.
- ▶ The relationship may change and grow throughout and continue even after services end

Adapted from Ragins, M., *The Recovery Model*. Handouts and Reference Materials, MHA Village Integrated Service Agency, a program of the National Mental Health Association of Greater Los Angeles.

What is unique about Behavioral Health Peers?

**The Power is in Our Stories!**

**Self Disclosure = Hope & Inspiration**

Lived experience with behavioral health system is REQUIRED.

- ▶ At least 1 year in recovery before training. (some employers require more)
- ▶ Experience may have been personal or as a parent/caregiver of a child in services.
- ▶ Lived experiences determine area of work.
- ▶ Actively promotes Principles of Recovery & Resiliency
- ▶ Work to reduce stigma in community and systems



# recovery

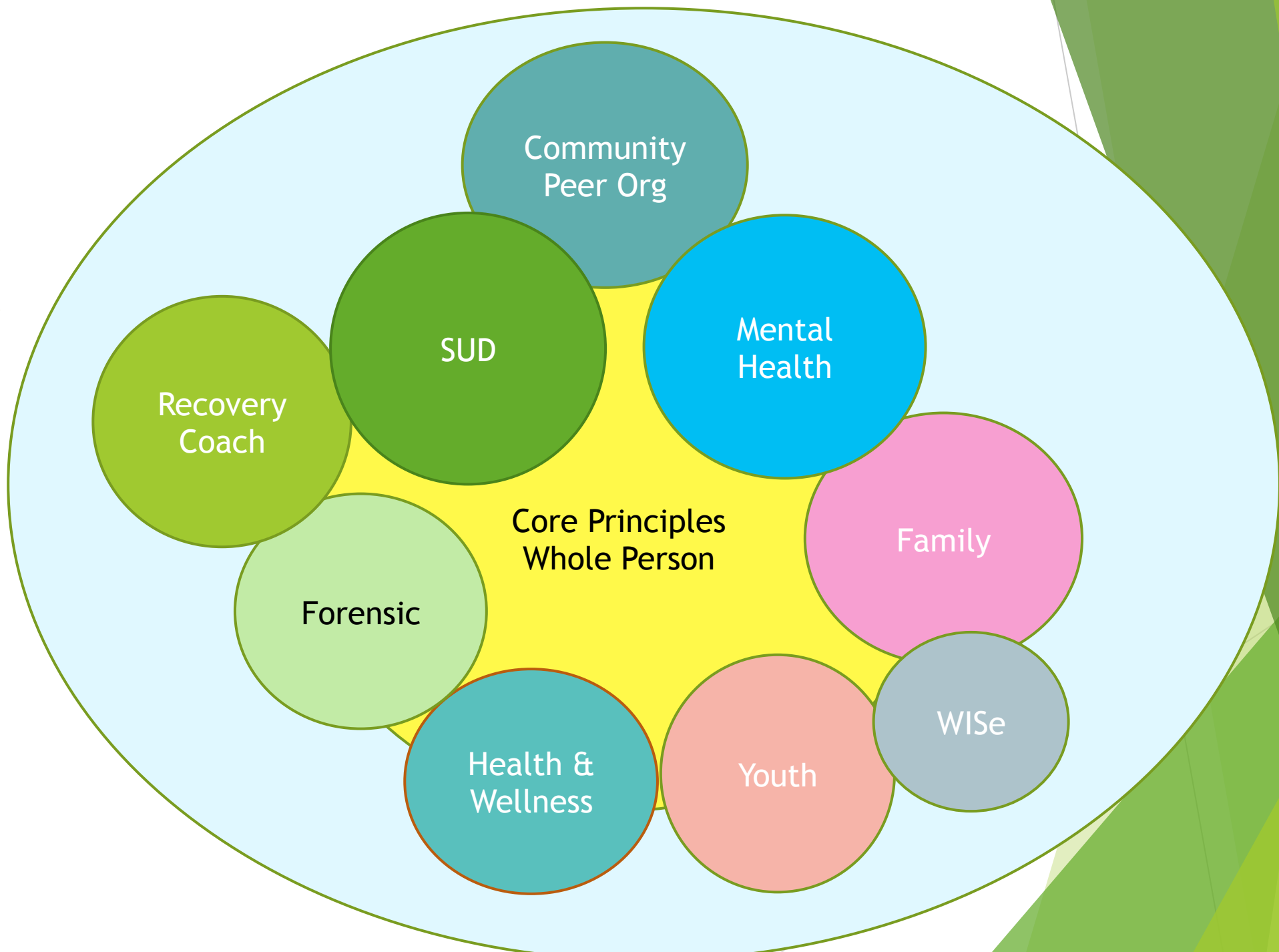
# ossible

- ▶ Emerges from Hope
- ▶ Person-Driven
- ▶ Occurs via Many pathways
- ▶ Is Holistic
- ▶ Supported by Peers and Allies
- ▶ Supported through Relationships & Social Networks
- ▶ Culturally Based & Influenced
- ▶ Supported by Addressing Trauma
- ▶ Involves Individual, Family & Community Strengths and Responsibility
- ▶ Based on Respect

*An emotional belief in a positive outcome related to  
s and circumstances within one's personal life. Hope  
s a bit of perseverance - i.e. believing that a positive  
me is possible even when there is evidence to the  
ary.*



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# Why add Supported Employment & Supportive Housing peer services?



# Need help finding housing or employment?

You may qualify for our new housing and employment benefits!



## What is supportive housing?

With supportive housing services, we can help you:

- Find a place to live.
- Keep your home.
- Move out of an institution and into the community.
- Find extra local services that can help with your housing needs.

## What is supported employment?

You'll work with an employment specialist who can help you:

- Find a job by helping you:
  - Fill out job applications
  - Prepare for pre-hire tests and questionnaires
  - Reach out to employers
- Keep your job by helping you get:
  - On-the-job support
  - Education
  - Training
  - Coaching

Foundational Community Supports (FCS) is a program with benefits for supportive housing and supported employment for people with Medicaid. If you qualify, Amerigroup Washington will work with your housing and employment provider to help you find and maintain a job and stable independent housing. We'll help you gain the skills to be successful.

## To qualify for these benefits, you must:

- Qualify for Medicaid (you don't have to be an Amerigroup Medicaid member)
- Meet the requirements for complex needs

If you do not speak English, we can help. If you need information in another language or an alternate format it will be provided at no cost to you.





# Foundational Community Supports (FCS)



## What it is

- Targeted Medicaid benefits that help eligible clients with complex health needs obtain and maintain housing and employment stability.
- Supportive Housing services
- Supported Employment services

## What it isn't

- Ongoing payments for housing, rent, or room & board costs
- Wages or wage enhancements for clients
- Entitlement



# FCS Target Population

- ▶ Aged, Blind, Disabled (ABD)/Housing and Essential Needs (HEN)
- ▶ Individuals with severe and persistent mental illness, individuals with multiple episodes of substance use treatment and/or co-occurring
- ▶ Working age youth with behavioral health conditions
- ▶ Individuals receiving long-term services and supports

# FCS Service Benefits

- Vocational/job-related discovery or assessment
- Career advancement services - Helping people to attend school and providing academic supports, when that is their preferences
- Individualized Job development and placement
- Negotiation with and follow along supports to employers
- Job analysis
- Job carving
- Job coaching
- Benefits support, training and planning
- Transportation (only in conjunction with the delivery of an authorized service)



# Why Housing and Recovery Through Peer Services (HARPS)?

## Research Shows

- ▶ Within one year of discharge from a psychiatric hospital nearly 30% of individuals become homeless.
- ▶ Within one year of discharge from an inpatient SUD Treatment facility nearly 50% of individuals become homeless.
- ▶ Homelessness exacerbates mental health symptoms and substance use.

# What is Housing and Recovery through Peer Services (HARPS)?

- ▶ HARPS builds from the success of the PORCH supportive housing pilot project
- ▶ HARPS is funded with state dollars & Mental Health Block Grant funds, allocated by the Legislature.

# *Projects and Outcomes*

## The Original 3

### Pilot Sites:

Transforming  
Lives

- ▶ North Sound Mental Health Administration
  - ▶ Housed 528
  - ▶ Supportive Housing Services for 250
  
- ▶ Grays Harbor Regional Support Network
  - ▶ Housed 301
  - ▶ Supportive Housing Services for 271
  
- ▶ Greater Columbia Regional Support Network
  - ▶ Housed 527
  - ▶ Supportive Housing Services for 459

# HARPS

Transforming  
Lives

- ▶ Subsidies to obtain housing (security deposits, rent, background screenings, etc.)
    - ▶ Estimated \$500 per person for up to 3 months.
  - ▶ Supportive Housing Services, including peer support, to maintain housing
    - ▶ Housing Transition Services, Landlord outreach etc.
    - ▶ Individual Housing & Tenancy Sustaining Services i.e. Being good tenant/neighbor, financial wellness
    - ▶ Housing Related Collaborative Activities i.e. Developing a stronger relationship with COC
-

# Expansion of HARPS

Transforming  
Lives

Four sites added with MHBG Funds in 2017

## ▶ Salish BHO

- ▶ Housed 427
- ▶ Supportive Housing Services 96

## ▶ Spokane BHO

- ▶ Housed 113
- ▶ Supportive Housing Services 203

## ▶ King County BHO

- ▶ Housed 54
- ▶ Supportive Housing Services 86

## ▶ Optum-Pierce BHO

- ▶ Housed 29
- ▶ Supportive Housing Services 47

Thurston-Mason BHO site in implementation phase



# BHR Certification & Training Programs

## Training Pathways

### Employment

- CPC Generalist
- Peer Bridger
- Supportive Housing
- Supported Employment
- WISe
- Parent & Youth Partners
- Recovery Coaches
- PACT Teams
- Mobile Crisis

### Continuing Education

- WRAP
- Ethics
- Trauma Informed Care
- Crisis & Suicide Prevention
- Housing & Supportive Employment
- Co-Occurring Disorders
  - Forensics
  - Whole Health Wellness

Mental Health

Youth & Family

SUD



Does someone become a certified Peer Support Specialist?

## DBHR Certification & Training Programs

### Process for Certification:

1. Online Training Course
2. Application Submission to DBHR
3. Approved applicants invited to trainings
4. DBHR sponsored Regional & Statewide or Local BHO sponsorship
5. 40 hour training Curriculum (2 versions: Standard or Youth & Family)
6. Written and Oral test

### Once Employed at BHA:

1. DSHS Background check
2. Application to DOH for Agency Affiliated Counselor Registration
  - \* Not required at community organization

- The DBHR certification program trains 300-400 Peers per year.
- Approximately 275 peers received continuing education
- Currently we have 242 agencies licensed to provide peer services

# Training Core Competencies

- ▶ Recovery & Wellness
- ▶ Communication
- ▶ Telling your story
- ▶ Trauma Informed Practice
- ▶ Ethics & Boundaries
- ▶ Documentation
- ▶ Engagement



# Peers can provide a wide variety of services through a variety of employers

Behavioral health agencies

State hospitals

Treatment programs

Forensics: Courts, Jails & Detention centers

Community organizations

Consumer & family run organizations

Recovery Café'

Health programs

Supportive Housing

Supportive Employment

Mental Health Treatment

Peer Bridgers

PACT teams

Navigators

WISe teams

Crisis teams

Reunification programs

Parent and family Services

Youth Programs

Schools

Homeless Outreach

Substance Treatment Programs

Recovery Coaches

Older Adults

Community Volunteers

You are not on your own, we can help along the way

Operationalizing Peer Support

E & SH trainers

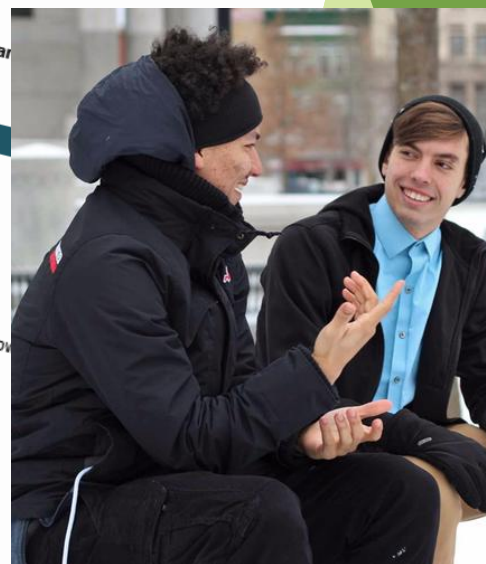
Free online trainings



### Operationalizing Peer Support Sample Agenda

Day One	
8:00-9:00am	Registration and light morning snacks & Welcome! (optional)
9:00-9:30	Welcome & Introductions
9:30-10:00	Overview of CPC process (WAC's)
10:00-10:15	Break
10:15-11:00	Myths & Facts (Harvard Article)
11:00-12:00	Raw Dialogue
12:00-1:00	Lunch
1:00-3:00	Presenter: Ann Rider, Documentation
3:00-3:15	Break
3:15-5:00	Presenter: Ann Rider, Ethics and Boundaries
Day Two	
8:30-9:00	Continental light Breakfast
	Review
	Break
	Ice Burg Theory and Organizational Culture
	Lunch
	Effective Supervision Strategies & Creating your own Tool Kit"
	Evaluations- Thank You!

208-434-2954 or visit us at our website at WABHWC.com



ext steps:

